

GOVERNMENT OF ANDHRA PRADESH  
A B S T R A C T

Revenue (DM) Department - National Cyclone Risk Mitigation Project (NCRMP)  
– Creation of Grievance Redressal Mechanism for NCRMP at the District and  
State level –Orders – Issued.

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**REVENUE (DM.III) DEPARTMENT**

**G.O. Ms. No. 14**

**Dated:13.06.2011**  
**Read the following:**

1. Project Appraisal Document Dated: May 20, 2010.
2. Note No.28/2011 dated 29.04.2011 from Commissioner for Disaster Management & EO Prl. Secretary to Govt., Revenue (DM) Department.
3. Approved minutes of the state level steering committee of NCRMP, Andhra Pradesh.

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**ORDER**

In the reference 1<sup>st</sup> read above, the project all efforts will be made by Line Departments (LD) so that the compensation/assistance package for Project Affected Families (PAF) is decided following the Environmental & Social Management Frame Work (ESMF) and in consultation with the community to avoid any dispute. In case of a potential dispute the matter will be brought to the notice of local tehsildar/Sub Divisional Magistrate (SDM). He/She shall hear the case in presence of (a) the affected party, (b) the officer in charge of LD whom is acquiring the land/ in charge of the sub-project activity and (c) sarpanch if the village where the sub-project is being implemented. He/ She will try to reach an amicable solution to the issue. However, in case of non-satisfactory solution, the matter will be brought to the notice of the District Collector and he is the final authority to decide the case. The hearing will be attended by all members present for hearing with the SDM as well as the Social Management Specialist of the PIU. As required certain cases will be referred to a Grievance Redress Committee appointed by the State Steering Committee (SSC) which would examine and address the grievances. The Social Management Specialist from the PIU will be responsible for maintaining a record of the proceedings and the final decisions. **(Para 60 of page 16 of PA D).**

2. In the reference 3<sup>rd</sup> read above, the State Level Steering Committee (NCRMP) accorded approval for the creation of Grievance Redressal cell for NCRMP for the project period 2010-11 to 2014-15 after careful examination of the matter and felt that it is essential to constitute a Grievance Redressal mechanism for NCRMP as contained in Project Appraisal Document (PAD). In respect of the following districts – Srikakulam, Vizianagaram, Visakhapatnam, East Godavari, West Godavari, Krishna, Gunttur, Prakasham and Potti Sreeramulu Nellore for all the grievances relating to NCRMP, the District Collectors of the aforesaid nine (9) coastal districts are here by appointed forthwith as District Grievance Redressal Officers for NCRMP. The aforesaid 9 District Collectors concerned shall redress such grievances within 30 days from the date of receipt of the same and inform the petitioners concerned in writing.

3. Further, the Commissioner for Disaster Management & EO Prl. Secretary to Govt. Revenue (DM) Dept., is here by appointed forthwith as appellate authority on the orders of the District Grievance Officer (namely District Collector) for NCRMP. The petitioners/ stakeholders/ citizens etc., may file an appeal on the decision of the District Grievance Officer (namely District Collector) for NCRMP before the Commissioner for Disaster Management and E.O. Prl. Secretary to Government, Revenue (DM) Department, L-Block, 7<sup>th</sup> floor, Room No.705, Secretariat, Hyderabad – 500 022 or to the e-mail ID: [commr\\_relief\\_rev@ap.gov.in](mailto:commr_relief_rev@ap.gov.in) within a month (30 days) from the date of such orders.

4. In view of the importance of the redressal of the grievances relating to NCRMP, the Engineer-in-Chief (R&B), Chief Engineer, Panchayati Raj (NABARD) & Engineer-in-Chief, Irrigation are requested to communicate the G.O. to all the stakeholders of NCRMP, namely , all the Project Implementing Agency of NCRMP – Superintending Engineer's / Executive Engineer's /Asst. Executive Engineer's concerned.

5. The Commissioner I&PR is requested to issue a press note both in the print and electronic media for the information of the general public/ citizens / coastal communities etc.,

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH )

Dr.T.RADHA  
COMMISSIONER FOR DISASTER MANAGEMENT &  
E.O. PRL. SECRETARY TO GOVERNMENT

To

The Engineer-in-Chief (R & B) Roads,  
Errumanzil, Hyderabad.  
The Engineer-in-Chief, Irrigation  
Errumanzil, Hyderabad.  
The Chief Engineer, Panchayat Raj,  
NABARD, Errumanzil, Hyderabad  
District Collectors of '9' Coastal Districts.

with a request to communicate the  
above G.O. to all the stake holders of  
State/ District/ Mandal level under  
intimation to the Government.

**Copy to:**

Sri. N.V.V Raghava Task Team Leader, World Bank, (through e-mail)  
Sri. Venkat Rao Bayana, Social Management Specialist, World Bank,  
(through e-mail)  
Smt. Neha vyas, Environmental Management Specialist World Bank.  
(through e-mail)  
Sri.S.S. Yadav, Director (Mitigation), NDMA, New Delhi.,  
PS to Hon'ble Minister for Revenue, Relief and Rehabilitation, Hyderabad.  
PS to Commissioner for Disaster Management & EO Prl. Secretary to Govt.  
Revenue (DM) Department, Hyderabad.

// Forwarded by order //

SECTION OFFICER